

FIG. 1: FRAMEWORK FOR ACCESS INTELLIGENCE SYSTEMS

TOP SECRET - EYES ONLY

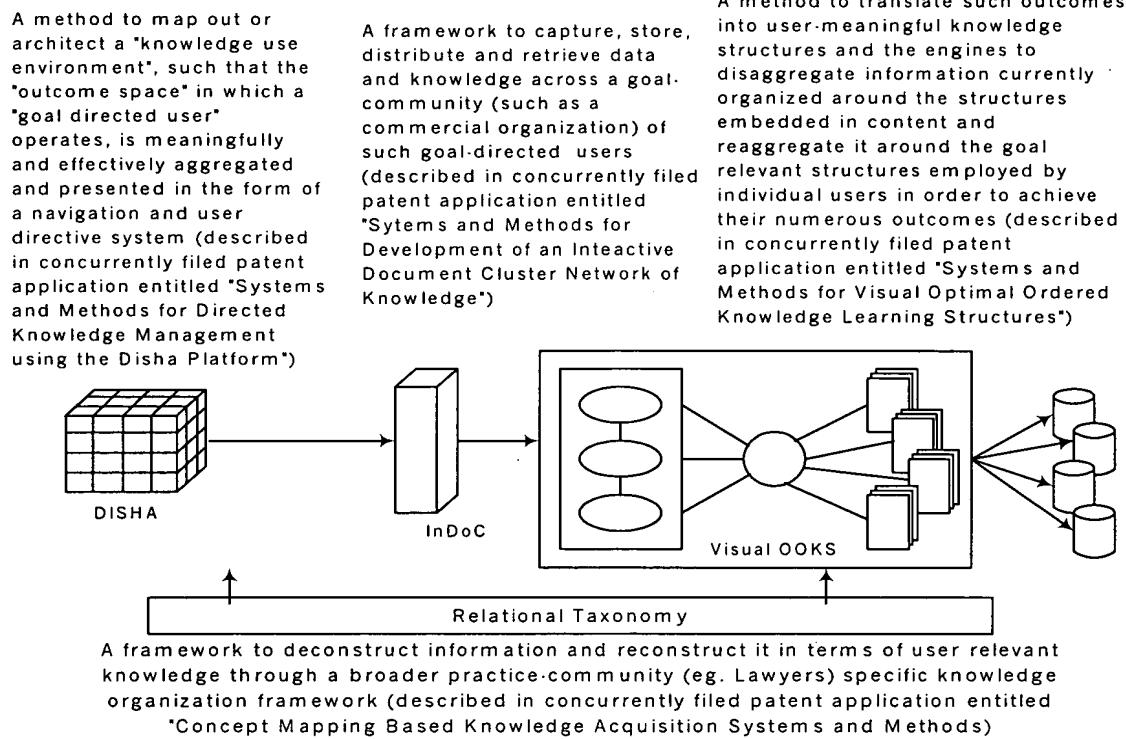


FIG. 2: BASIC COMPONENTS OF ACCESS INTELLIGENCE SYSTEMS

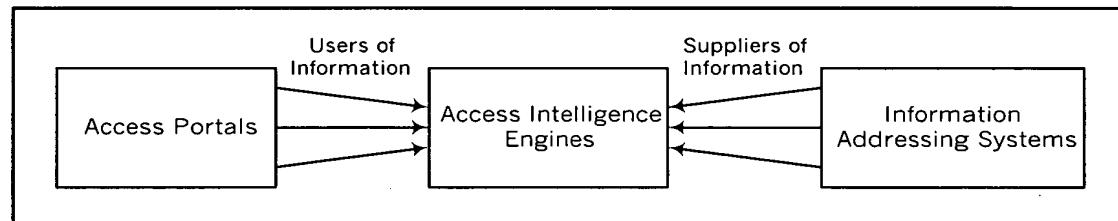


FIG. 3: FRAMEWORK FOR ACCESS PORTALS

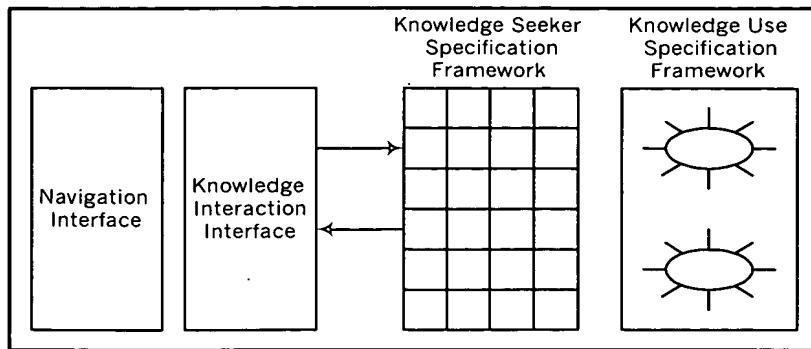


FIG. 4: METHOD UNDERLYING DEVELOPMENT OF ACCESS PORTAL DEVELOPMENT PLATFORM

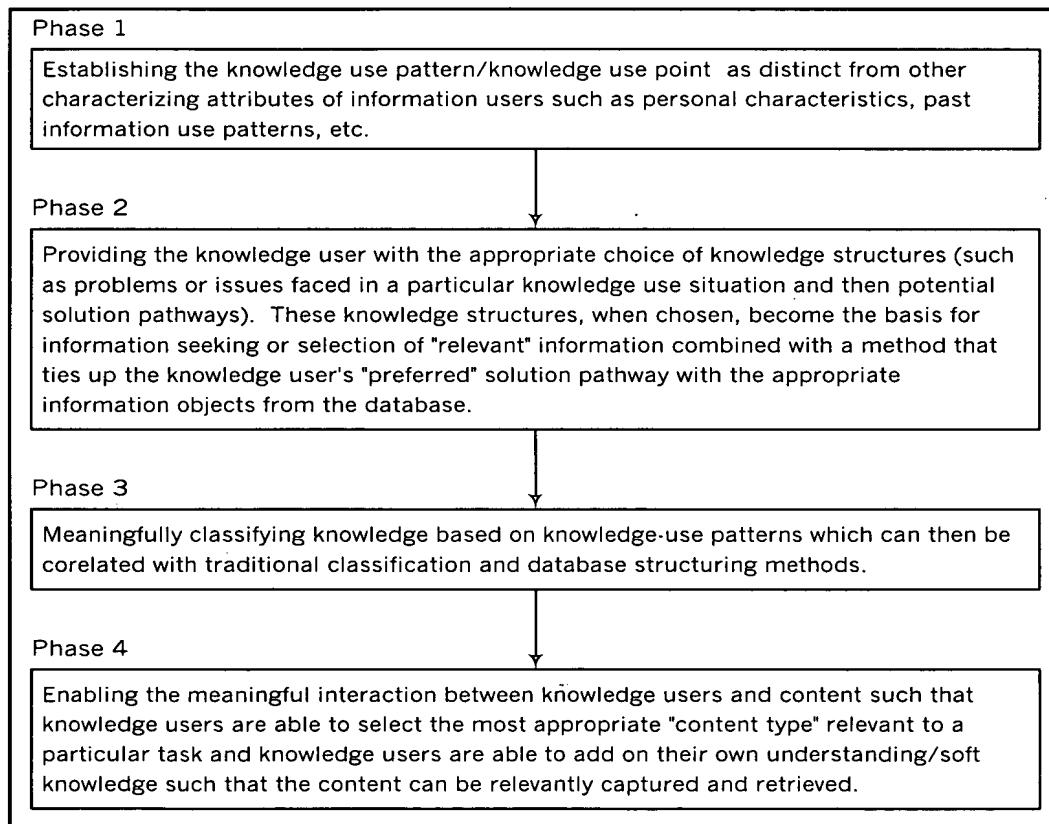
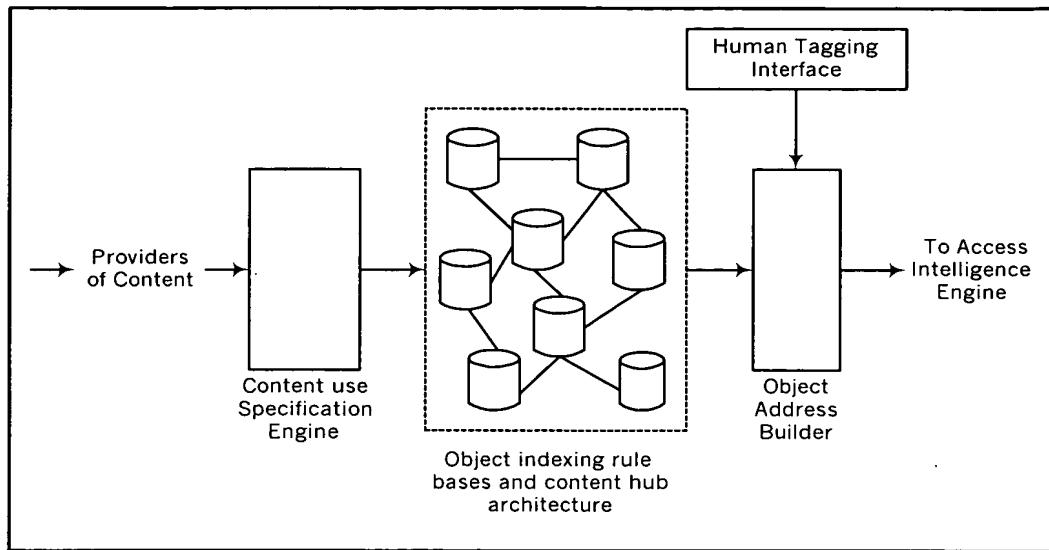


FIG. 5: THE INFORMATION ADDRESSING SYSTEM



DATA FLOW IN INFORMATION ADDRESSING SYSTEM

FIG. 6: THE KNOWLEDGE EXCHANGE

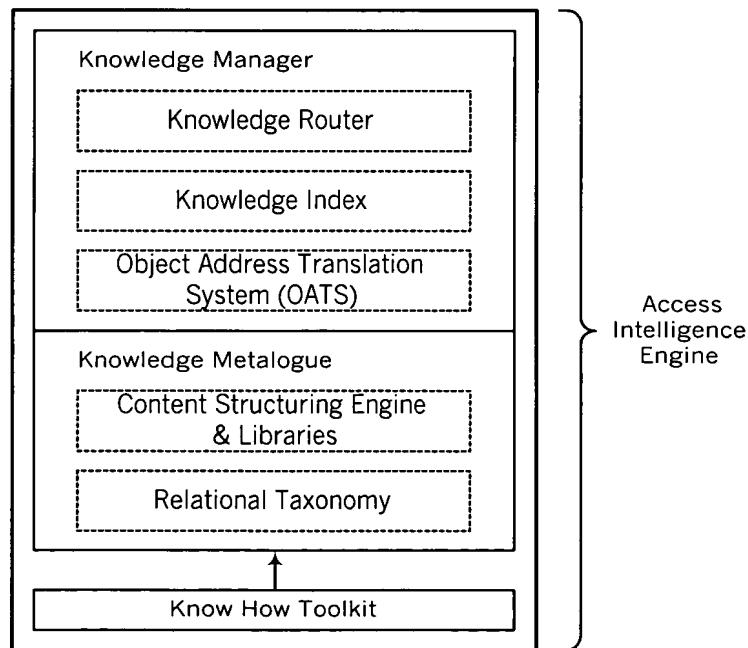


FIG. 7: MULTIPLE PRODUCERS AND MULTIPLE BUYERS OF KNOWLEDGE WORK UNITS

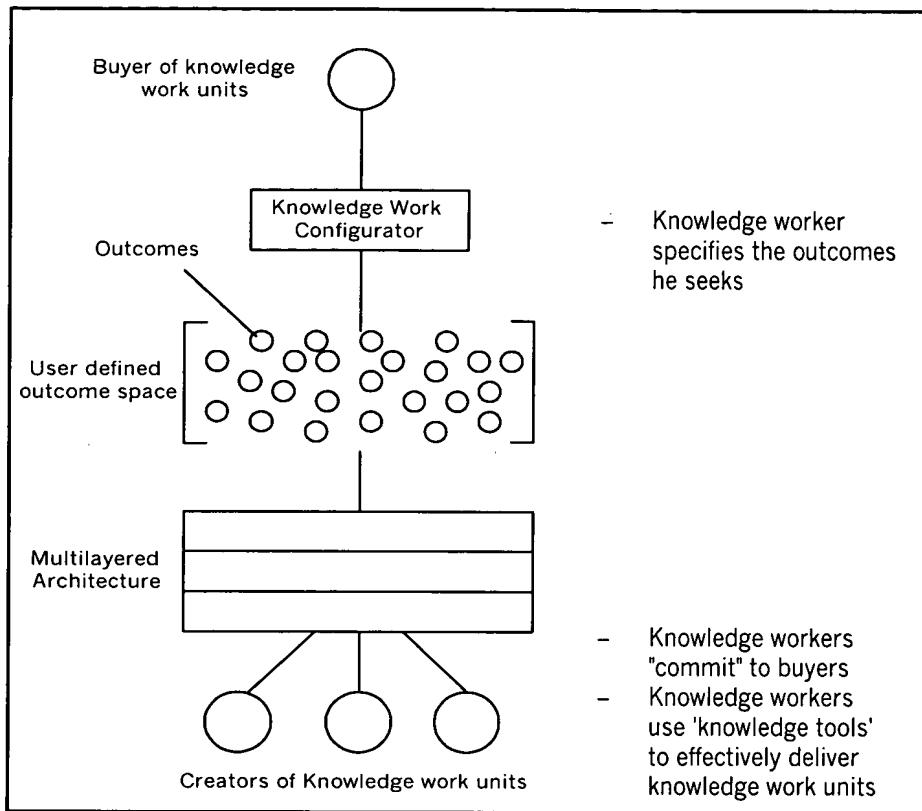


FIG. 8: MULTI-LAYERED MULTI-LEVEL ARCHITECTURE

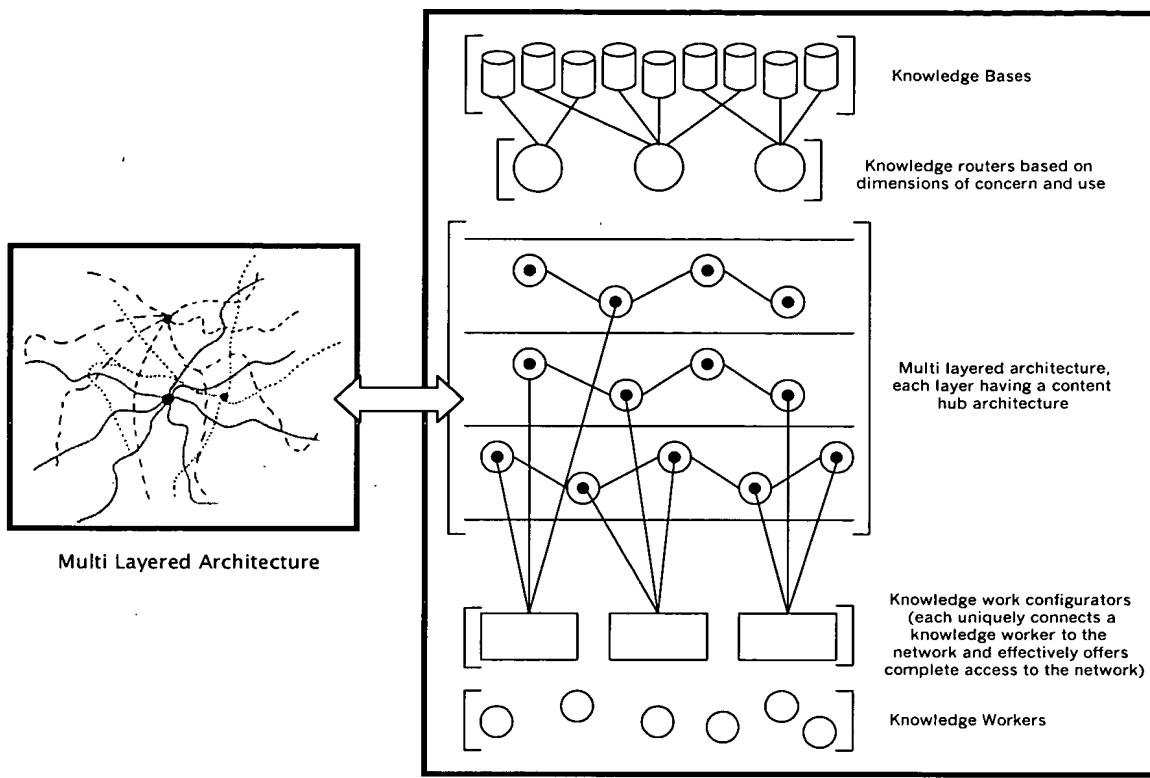


FIG. 9: ENTRY INTERFACE INTO THE PERSONAL PORTAL

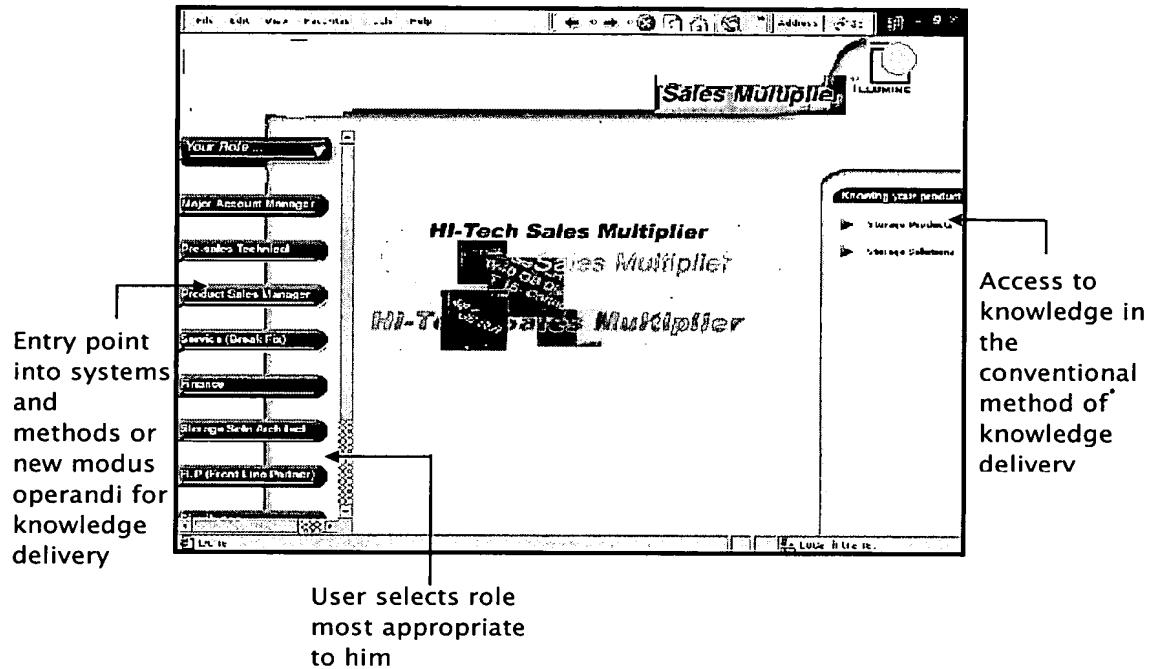


FIG. 10: DOCUMENT DISPLAY IN CONVENTIONAL METHOD

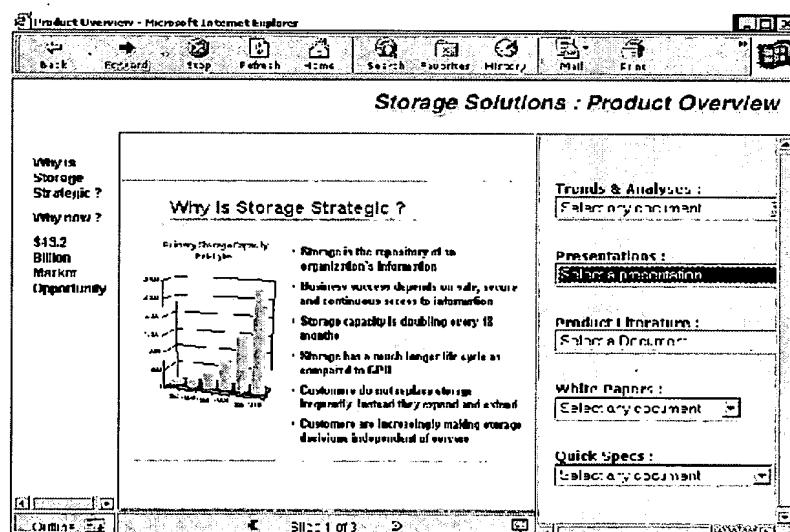


FIG. 11: DOCUMENT DISPLAY IN CONVENTIONAL METHOD

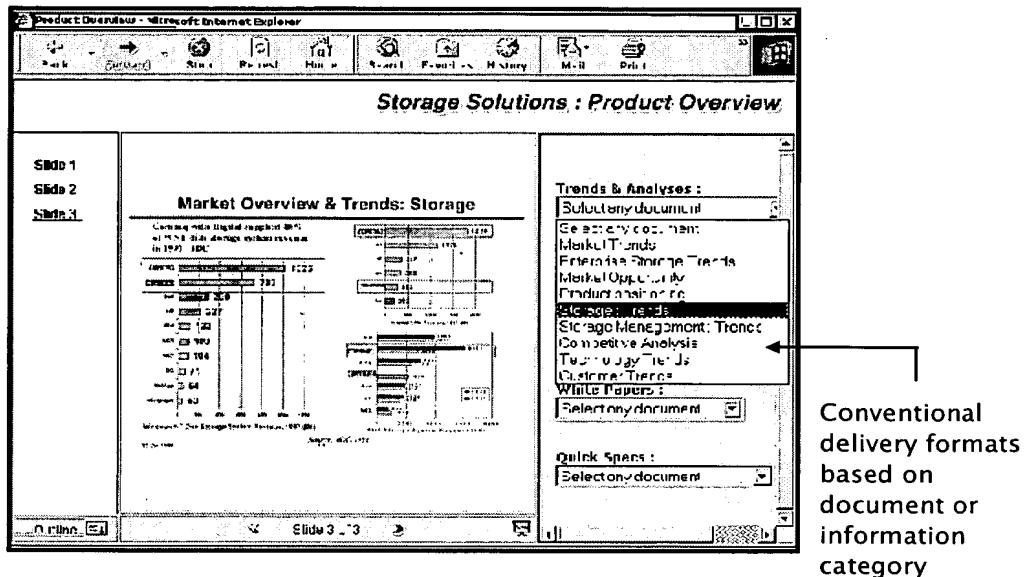


FIG. 12: CONTEXT SPECIFICATION INTERFACES

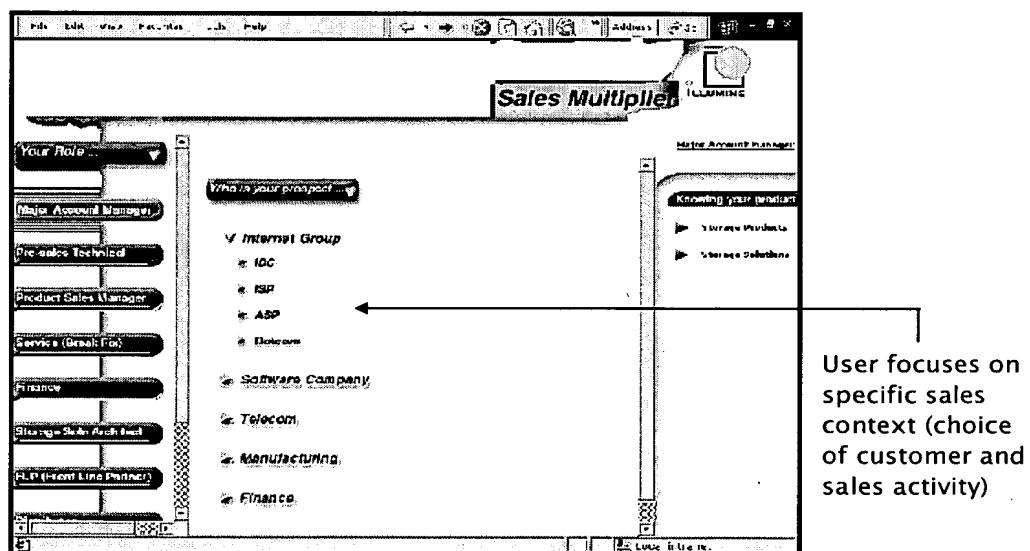
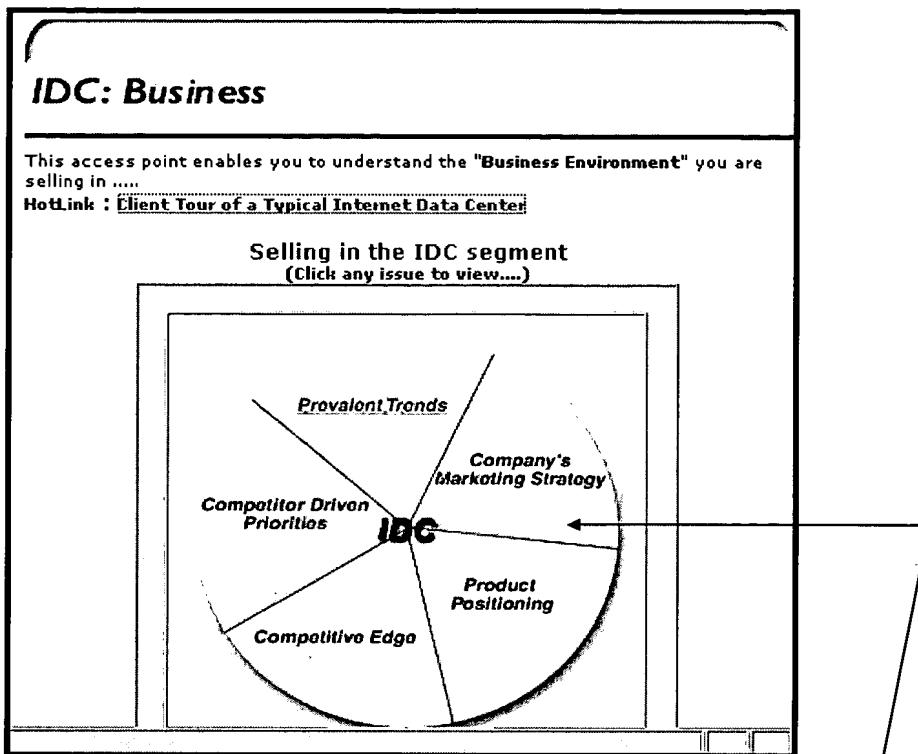


FIG. 13: ACCESS MAP FRAMEWORK



Access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the client business'

FIG. 14: CUSTOMIZED DOCUMENT CLUSTERS

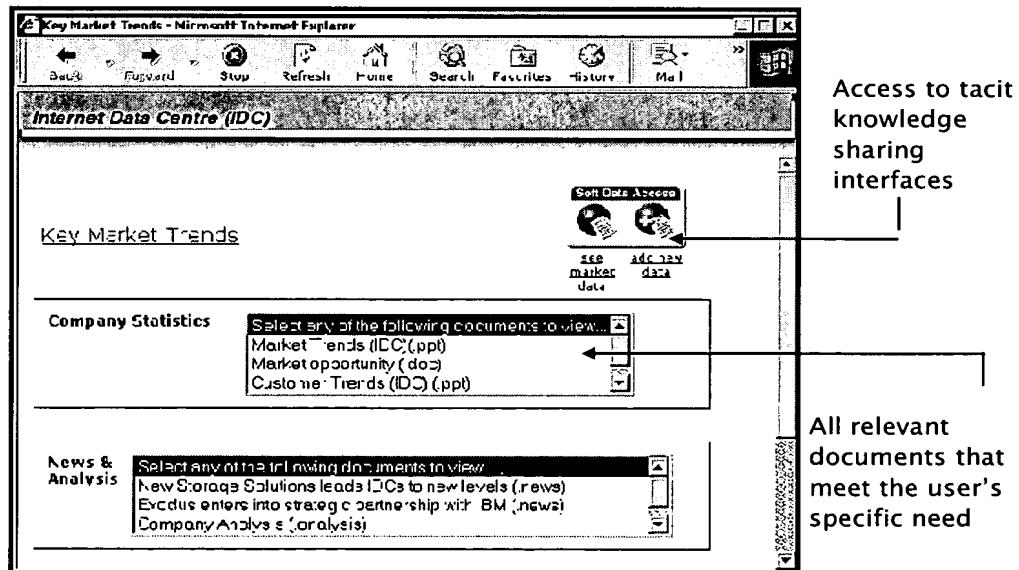


FIG. 15: DOCUMENT DISPLAY

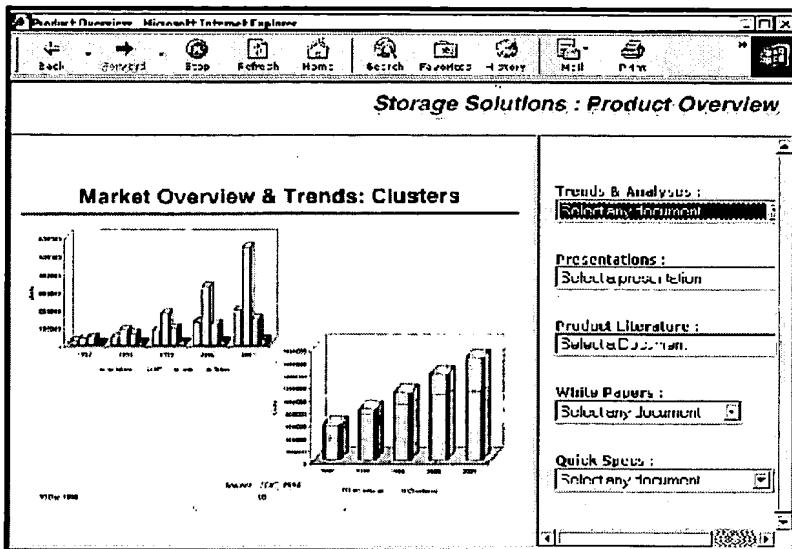


FIG. 16: TACIT KNOWLEDGE SHARING INTERFACES

Market Trends

Read Comments from the Market

Select Configuration: Selected Configuration

Select Competitor: Select a Competitor

All

Rajat Sharma (30/05/00)

Rebecca J. Israel (01/06/00)

Jane' Kalmers (1/11/01)

Jack Thompson (22/06/00)

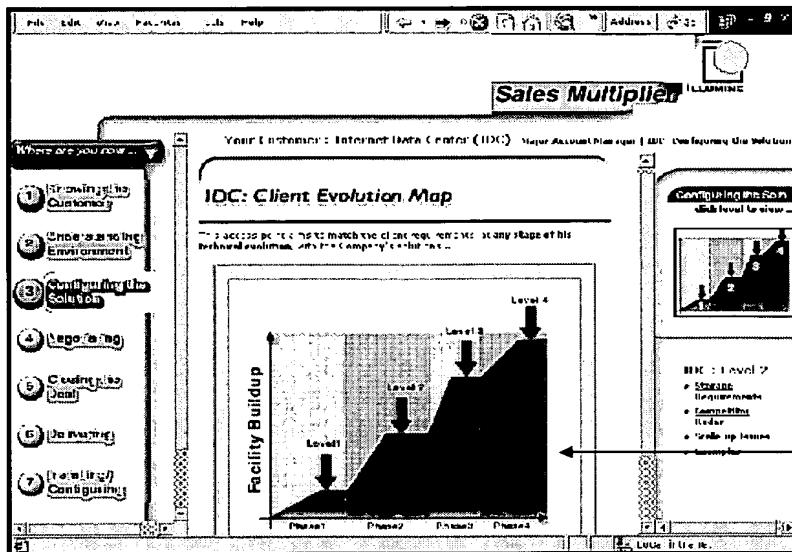
Vivian Lived (15/02/01)

Vimal Deodhar (29/09/00)

Enable sharing across groups of users based on 'dimensions of concern'

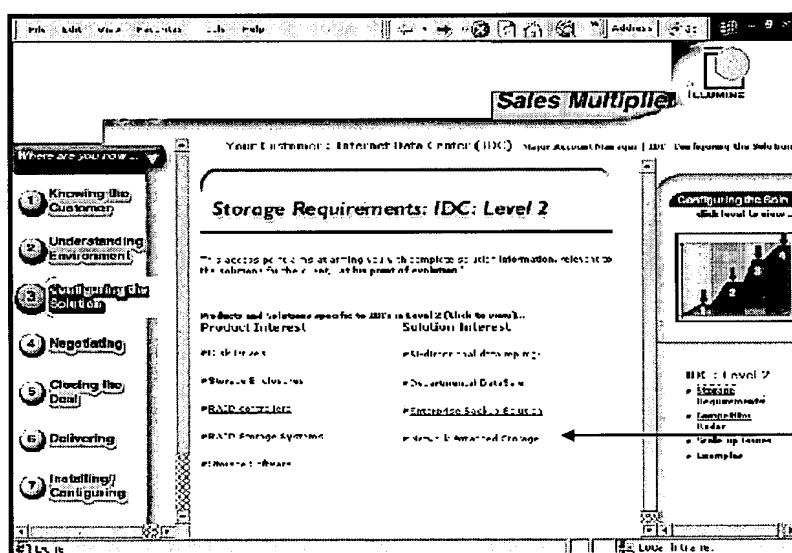
Tacit knowledge sharing interfaces

FIG. 17: ACCESS MAP FRAMEWORK



Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'forecasting the client needs in order to configure, the right solution'

FIG. 18: ACCESS MAP FRAMEWORK



Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the products in order to configure the right solution'

FIG. 19: HARD AND SOFT DATA ACCESS

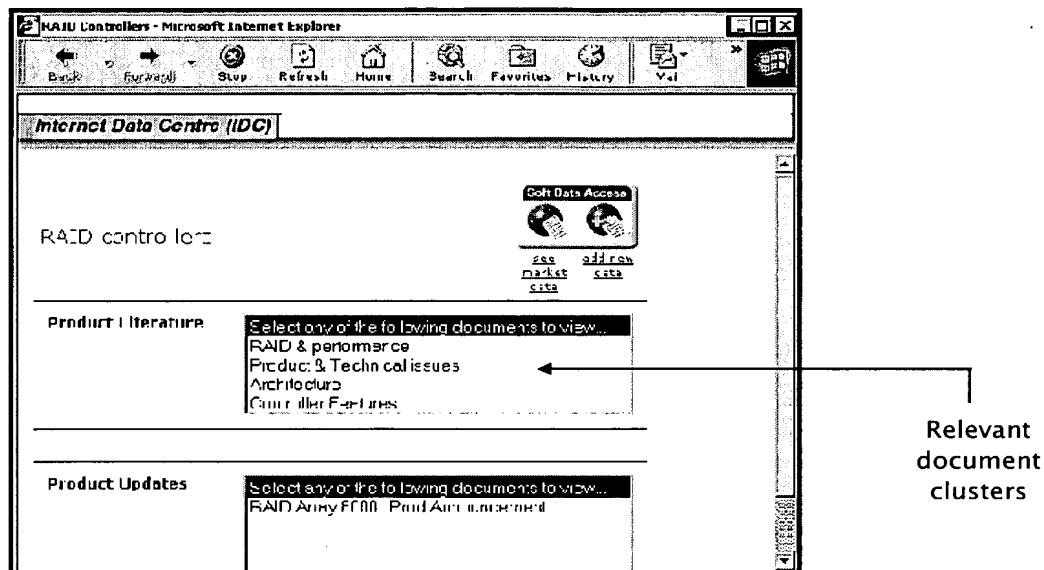


FIG. 20: HARD AND SOFT DATA ACCESS

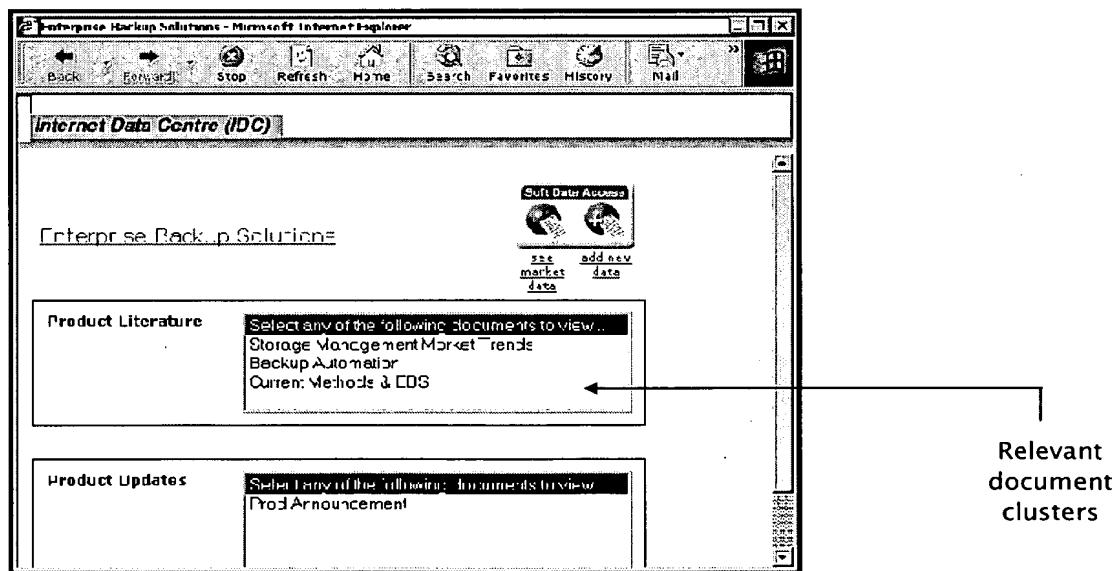


FIG. 21: DOCUMENT DISPLAY (HARD KNOWLEDGE)

Storage Management Market Trends

- Network storage capacity is doubling every year
 - File size continues to grow as applications become more complex
 - Users never delete their files they want the information at their fingertips
 - Companies are consolidating servers to lower costs
- The backup window is shrinking
 - 24 hour availability of servers due to expansion of the global environment
 - Administration costs are skyrocketing
 - Backup technology has not kept up making backup more difficult
 - Administrators are spending more time monitoring backup

Capacity

Document Display

Trends & Analyses : Select a document

Presentations : Select a presentation

Product Literature : Select a document

White Papers : Select a document

Quick Specs : Select a document

FIG. 22: TACIT KNOWLEDGE DISPLAY

RAID controllers

Read Comments from the Market

Select Client Concern:

All
Tom Bayport (3C/C5/00)
Marsh Tivoli (17/07/00)
Gary Clark (21/08/00)
Paul Teller (12/06/00)
David L. Jones (14/03/00)

Select Competitor:

Select a concern area:

Maintenance Cost
Redundancy & Availability
Performance
Price
Interoperability
Flexibility
Scalability

Sharing across multiple user groups based on 'dimensions of concern'

FIG. 23: ACCESS MAP FRAMEWORK

